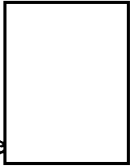Correspondence Management Check List

1. Is correspondence management included as an element of the component's Records Management Program?

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2. Have any directives been issued on correspondence management?

3. Have any guides such as Tabs A through E been disseminated?

4. What is the average time lapse between initial receipt of correspondence in the component's main registry and the dispatch of a reply or acknowledgement?

5. Is there any significant backlog of unanswered correspondence? Has an inventory of unanswered correspondence ever been taken? (Tab F)

6. What is the estimated volume of correspondece (memos, letters, dispatches, and cables) received? Dispatched?

7. Are form letters, pattern letters or pattern paragraphs used in outgoing correspondence? If so,

   a. What is the volume?

   b. Could any be improved.

   c. Is there an up-to-date index to them?

8. Is the Agency correspondence manual [   ] followed uniformly throughout the component?

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9. Is there any indication that correspondence on some actions could be replaced by informal handwritten notes or personal contacts.

10. Are too many copies being prepared?

11. What percentage of outgoing correspondence is returned for:

    a. Rewriting? For what usual reasons?

    b. Retyping? For what usual reasons?

12. Are typists using labor saving supplies and equipment such as Letterex, plastic stencil covers, signature stamps, copy holders, etc.

13. How would you rate the readability of correspondence written in the component.

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14. What are the attitudes of key officials toward correspondence, indifferent or interested? Do they consider any attempt at standardization an impingement on their personal preferences for formats and style?